

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
COMMERCE COMMISSION
FORMAL COMPLAINT

2004 AUG 30 P 2:33

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:
Case: 04-0548

ORIGINAL

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): CARDLYN Clark & RICARDO Johnson

Against (Utility name): NICOR GAS

As to (Reason for complaint) NICOR GAS unfairly billed us due to our gas METER being connected to the wrong condo unit (my unit # is 'A2', but I was connected to 'A1'). This wrong connection has been this way since our Condo building was originally built in 1976. I believe that NICOR GAS DID NOT DO A thorough JOB of determining if they possibly owe us money or the previous in SCHAUMBURG Illinois OWNERS OF EACH CONDO UNIT.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 400 HEATHER CT, Unit A2, SCHAUMBURG, IL 60193

The service address that I am complaining about is SAME

My home telephone is (847) 691-2208

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (847) 691-2208 OR 847-948-8500 X2802

(Full name of utility company) NICOR GAS (respondant) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

NOT SURE: 200.150

200.170

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed. WE HAVE RESIDED @ 400 HEATHER CT (A2), SCHAUMBURG IL, SINCE 11-1996. SINCE THEN, 3 DIFFERENT FAMILIES HAVE MOVED IN AND OUT OF THE CONDO UNIT (A1) WHICH IS BELOW OUR UNIT A2.

- 08/2003 - NICOR GAS fixed a gas leak at 400 HEATHER CT, and discovered that my gas meter was connected to CONDO UNIT "A1" and vice versa.
- 05/2004 - NICOR gas contacted us by phone + letter explaining that this gas meter "wrong" connection problem (which is there fault) between my unit A2 + my neighbor's unit "A1". They came out to test and verify the connection problem, and supposedly corrected the meter problem.
- 06/2004 - NICOR GAS analyzed our gas usage for the past 12 months and determined that we owe them \$240.98 since we were under billed due to them not having my meter correctly connected to my unit (A2). NICOR gas did not do a thorough job in their analysis of money owed to us. How do we know if NICOR OWES US money or the previous owners of my unit A2 and of unit A1? THIS IS VERY UNFAIR AND EXTREMELY ONE SIDED.

Please clearly state what you want the Commission to do in this case: We would like for the Commission to Request NICOR GAS TO

- ① Dismiss the alleged \$240.98 of so called under billed charges or prorated charges that they have billed us, due their error of connecting gas meters.
- ② Request NICOR GAS TO provide further analysis of my unit (A2) + unit (A1) to determine if we were "over" billed for gas usage going back 8 years. This is needed to fairly assess the problem that NICOR is responsible for.

Date: 08/20/2004
(Month, day, year)

Complainant's Signature

Carolyn Clark & Ricardo Johnson

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

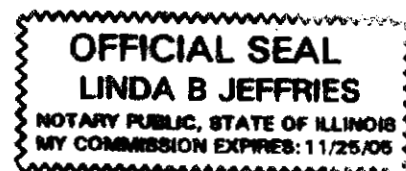
A notary public must witness the completion of this part of the form.

I, CAROLYN CLARK & RICARDO JOHNSON, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

(Signature) Carolyn Clark, Ricardo Johnson

Subscribed and sworn/affirmed to before me on (month, day, year) 8/20/04

Linda B. Jeffries
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.